

AMENDMENTS TO THE SPECIFICATION

Please amend the paragraph beginning on page 8, line 17, as follows:

FIGURE 3 is a block diagram illustrative of a consumer inquiry response 300 generated by a service provider computing device 104. The consumer inquiry response 300 can include a standard electronic mail routing and identification portion 302 identifying the consumer, the service provider and any reference or tracking numbers provided by the service provider and/or the consumer. The consumer inquiry response 300 can also include a responsive communication portion 304, 310 including one or more information components corresponding to a response to the consumer inquiry. The information components can include text and/or graphics provided by the service provider that correspond in some manner to the original consumer inquiry. As illustrated in FIGURE 3, the responsive communication portion 304, 310 may be broken into various subparts. Alternatively, the responsive communication portion may be a single part.

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